



## Meeting Minutes

### **Morris • Sussex • Warren Workforce Investment Board**

#### **Open Meeting**

**Date: October 3, 2013**

**Location: County College of Morris**

#### **IN ATTENDANCE:**

##### **Members**

Marie Betlow (Job Search Central), Anne Marie Brown (Sodexo Senior Services), Tammy Case (Fulton Bank), Mary Emilius (United Way of Northern New Jersey), Ann Marie Flake (Saint Clare's Health System), David Hollowell (D & D Associates, **WIB Chair**), Carl Jablonski (Dover One-Stop Career Center), Karen Kubert (Warren County Department of Human Services), Rosalie Lamonte (Morris, Sussex and Warren County Schools), Scott Moffitt (Morris County School of Technology), Terry Newhard (NORWESCAP), Carol Novrit (Sussex County Division of Social Services and Skylands Ride).

##### **Guests**

Bob Crawford (NJ Financial Services Talent Network), Maureen DiFonzo (Berkeley College - Dover Campus), John Ehret (NJ Department of Labor & Workforce Development), Sue Ennis (Manpower), Sean Hendricks (NJ Department of Labor & Workforce Development), Mary Lee (Project Self-Sufficiency), Dennis Mudrick (Sussex County Board of Chosen Freeholders), Brandon Schoonover (NJ Department of Labor & Workforce Development), Irene Schrader (Morris County Vocational School District), Terry Schweon (Morris County Vocational School District), Dwight Smith (for Dr. Edward Yaw, County College of Morris), Gabrielle Spano (Manpower), Martie Telepo (Manpower).

##### **Staff**

Jack Patten (**WIB Director**), Donna Buchanan (Director of Employment & Training Services [ETS] and **One-Stop Operator**), Sallie Sullivan (Secretary to the WIB Director).

#### **ABSENT:**

##### **Members**

William Austin, Paul Boudreau, George Chando, Kenneth Edwards, David File, David Fiore, Robert Glowacky, Carol Hults, Jim Jones, George Krevet, Paul Mazur, Scott McGill, Gus Modla, Kevin O'Donnell, Robert Peabody, Frank Pinto, Ed Rebholz, Peter Rizzo, Steve Sitek, Mary Tucker, Ed Yaw.

*Prior to the October 3, 2013 Open Meeting, the following documents were posted on the WIB website ([www.mswwib.org](http://www.mswwib.org)) for review: Open Meeting minutes (June 13, 2013); Disability Committee minutes (July 3, 2013); Literacy Committee minutes (July 31, 2013); One-Stop Career Center Committee minutes (August 6, 2013); Executive Committee minutes (September 4, 2013); Youth Investment Council minutes (May 30, 2013); WIB Director Report; and, One-Stop Operator Report. All documents and current committee minutes were also available at the meeting.*

*The Oversight Committee electronically reviews budget, performance and monitoring reports monthly. Documents shared with the Oversight Committee were available at the Open Meeting.*

## **Committee Discussions**

At 9:00 a.m., WIB members and guests visited committee stations and conferred with the chairs and staff on committee and other WIB issues. The attendees took the opportunity to network with each other and WIB committee chairs, WIB Chair David Hollowell, WIB Director Jack Patten and One-Stop Operator Donna Buchanan.

## **WIB Business Meeting**

### **Meeting Opening Remarks**

At 9:30 a.m., WIB Chair David Hollowell welcomed all and thanked WIB Member and President of County College of Morris (CCM) Dr. Edward Yaw for hosting the meeting. He then introduced Dwight Smith, Vice President of Academic Affairs for CCM. On behalf of Dr. Yaw, Mr. Smith welcomed the Workforce Investment Board to the College. He acknowledged WIB Member Rosalie Lamonte, a CCM Trustee, and mentioned the many connections between the WIB and CCM throughout the room. He indicated that he looked forward to working with the WIB. Chair Hollowell then called the meeting to order and read the Public Meeting Notice. After welcoming everyone, he invited those present to introduce themselves. Chair Hollowell then thanked Sussex County Freeholder Dennis Mudrick for attending.

### **Board Business**

#### **PY13 Budget Vote/Approval**

WIB Director Jack Patten reported that on August 29, WIB members approved by electronic vote the proposed WIB budget for Program Year 2013, which began on July 1. He thanked members for their questions, comments and voting. The approved budget is on the WIB website at [www.mswwib.org](http://www.mswwib.org).

#### **Local Area Plan**

Jack reported that the State Employment & Training Commission (SETC) has charged WIBs in New Jersey with writing a Local Area Plan that will delineate how they will spend Workforce Investment Act and other funds that come to the WIB for the next three years. This Plan hasn't been rewritten since 2007. Jack indicated he is eager to update the Plan and introduce new ideas, initiatives and hopes for the future on paper. He asked that anyone who has input for the Plan or any issues they would like to discuss to contact him.

The Plan, which is due to the SETC on December 2, is two thirds done at this time. The last part will be about the WIB's relationship with the various talent networks. Jack said he's especially pleased to have Bob Crawford at today's meeting to strengthen the WIB's engagement and relationship with the Financial Services Talent Network. He said the WIB also has strong connections with other talent networks, particularly with Advanced Manufacturing and Health Care.

A draft of the Plan will be posted on the WIB website ([www.mswwib.org](http://www.mswwib.org)) in the near future for review and comment.

#### **Memorandum of Understanding**

Jack has developed a revised, streamlined Memorandum of Understanding (MOU) between all the One-Stop Partners. The MOU was sent to the New Jersey Department of Labor/Workforce Development (LWD) in August. There is no response yet, but he hopes that LWD will sign on behalf of a number of local partners to streamline the process which involves obtaining 18 required signatures.

#### **Meeting Frequency**

Jack reminded attendees that, as part of the WIB Recertification, the Morris-Sussex- Warren WIB is now required to meet four times per year instead of three. To meet that requirement for 2013, a fourth WIB Open Meeting has been scheduled for November 14. Jack apologized for the small amount of time between this meeting and November 14, but said it was scheduled then to avoid running into the holiday

season. The meeting will be held at the Morris County Public Safety Training Academy with very light refreshments, and will have the same business-led format that was first introduced a little over one year ago. The full meetings with breakfast will resume being regularly scheduled in 2014.

Terry Newhard asked if there would be sufficient business to meet in another six weeks or if perhaps the meeting could be held via conference call. Jack indicated that Sallie Sullivan has started looking into the possibility of a conference call system that would handle a large group for one meeting a year. So far, the logistics and expenses with this many people would prove more difficult than a simple in-person meeting. However, he hopes to have something in place for this possibility very shortly.

With regard to the WIB Recertification, Jack said the MSW WIB has met all 15 of the principal recertification criteria. He has been trying to get early recertification for a year; however, the SETC will not recertify any WIB before 2014. For all intents and purposes, the MSW WIB is already there.

## **Old Business**

None

## **New Business**

Carol Novrit reported that the Sussex County Division of Social Services is beginning to take health care insurance applications for the national Affordable Care Act. With regard to transit, she thanked the WIB and Donna Buchanan of Employment & Training Services for funding the printing of new Skylands Ride bus schedules which primarily support the WorkFirst New Jersey population.

Terry Newhard reported that NORWESCAP has unfortunately had to lay off approximately 25 people due to the sequester, the set of automatic spending cuts put into law by the Budget Control Act. He also said young children are not receiving food from special programs because of the present situation with the shutdown of the federal government.

## **Meeting Topics**

### **Labor Market Discussion**

Jack said that the labor market discussions are always framed as being led by the WIB's business members; however, there are also many knowledgeable people at the meetings from government and non-profits. He said the discussion is wide open, and he hopes that everyone will speak freely and provide the insights needed to develop appropriate training programs that lead to jobs and help the WIB to serve businesses.

**Marie Betlow** of Job Search Central noted that the recent labor market outlook was favorable, with positive growth for all 13 areas. Once again, the greatest emphasis was on health care and technology. Growth was seen in Bio-Medical Engineering, Network Systems Analyst, Health Care Home Health Aide, Personal Aide, Bio Chemist, Medical Scientist, Physician Assistant, and Athletic Trainer. An interesting one that came onto the grid was Skin Care Specialist. Under the umbrella of technology, there was Mobile Application Development with the systems around that and Business Intelligence, especially in global companies. In sectors other than Health Care and Technology, growth was seen under the umbrella of construction. Specialty Trade hit the grid with improvement in HVAC, Electrical and Plumbing. Retail, Hospitality and Tourism (RHT), which now has its own Talent Network, also showed growth over the last quarter. Marie left the reporting of growth in the Financial Services arena to Bob Crawford, the meeting's main speaker.

**Anne Marie Brown** of Sodexo spoke of a current initiative that started at Sodexo when they were approached by several agencies who asked if they could bring people with disabilities in to see if they could improve their skills, not necessarily to look for a job. They particularly wanted to do job samples in kitchen, laundry, or housekeeping. Two young students come in for three hours, three times a week. They are working on bettering their skills, improving their communication, and practicing taking direction from someone other than their parents or teachers. This initiative helps the students to work on a lot of

different aspects of their growth, and has been a great experience for the Sodexo staff. Anne Marie said they hope to keep it going, and that anyone interested in doing this can call her.

**Tammy Case** of Fulton Bank reported they are always looking for people, but there is not a lot of training going on at the banks at this time. She indicated they are looking at additional branches, and need people for entry level positions who are comfortable with the mouse and computer.

**Ann Marie Flake** of Saint Clare's Health System reported that Saint Clare's has current openings in behavioral health. Saint Clare's also has positions for people seeking a license in behavioral health.

**Martie Telepo** of Manpower reported that they conduct a quarterly outlook survey on a national level. In the survey, they ask employers how much hiring they plan to do in the upcoming months. Nationally, they see an 18% increase in hiring. She seconded what Marie Betlow said about the growth in Retail. One cloudy market that they see is government jobs. Locally in New Jersey, she indicated they are looking at a 14% increase in hiring across the State. Martie also indicated that hiring has increased for those with disabilities and/or veterans due to renewed emphasis on hiring those groups by the Office of Federal Contract Compliance Programs.

**John Ehret**, Labor Market Analyst with the New Jersey Department of Labor & Workforce Development (NJ LWD), provided some statistical employment updates, which included:

- The non-seasonally adjusted annual average unemployment rate for 2012 was: 7.3% in Morris County, 9.1% in Sussex County; and 8.2% in Warren County.
- The non-seasonally adjusted unemployment rates for the three counties for August 2012 and August 2013 were: 7.3% in August '12 and 6.3% in August '13 for Morris County; 8.8% in August '12 and 7.8% in August '13 for Sussex County; and 8.7% in August '12 and 7.7% in August '13 for Warren County.

John also discussed results from an analysis of recent job postings for Morris County. One of the findings revealed by the data was that most job listings (by industry sectors) in Morris County were identified in Administrative and Support and Waste Management and Remediation Services followed by Professional, Scientific & Technical Services and Retail Trade. He also mentioned that [Key Industry data](#) is available for each of New Jersey's 21 Counties on NJ LWD's website under *County Labor Market Information Snapshot*. In addition, **Brandon Schoonover**, also a Labor Market Analyst with the [Office of Research and Information](#), mentioned that other recent analysis and data can be obtained online from the [Regional Focus: North Jersey](#) publication.

**Sean Hendricks**, Business Representative with the NJ Department of Labor & Workforce Development, reported on the newest Talent Network, and indicated he has met with Sandra Bleckman, Director of the Northern New Jersey Retail, Hospitality and Tourism Talent (RHT) Network. Ms. Bleckman covers Northern and Central New Jersey.

Jack Patten inquired about the new 3D printers at Morris County School of Technology, and expressed interest in a possible presentation, perhaps at the next Open Meeting. Scott Moffitt, Superintendent and Principal of the School of Technology, said one was in the works for the CAD program. Dwight Smith of County College of Morris said the College participated in a project with Picatinny and has some 3D printers. He indicated they could give a presentation on what they learned working with Picatinny.

## **Presentation – New Jersey Financial Talent Network**

Bob Crawford, Director of the New Jersey Financial Services Talent Network, introduced himself and spoke of his 25 years of experience in financial services. After working for such companies as Chase Manhattan Bank, Morgan Stanley and Prudential, he spent four years assisting the office of Newark Mayor Cory Booker with organizational analysis. He more recently worked with Kathy Weaver and the Newark Alliance, then was hired in his position with the Financial Services Talent Network.

Bob provided background on how the NJ Department of Labor and Workforce Development (LWD) spent training dollars in the past, and the different initiatives they have come up with to connect job seekers with employers and work to improve the economy. Those initiatives include:

- The creation of Jobs4Jersey, the state job search engine which now has 243,000 registered job seekers and 8,000 employers.
- New Jersey Job Clubs, a place where job seekers in the One-Stop Career Centers can pick up certain skills and have a platform for networking with each other. He stated that approximately 80% of people who find jobs in a reasonable amount of time get them through networking. He also spoke about the success of the Job Club at the Dover One-Stop Career Center.
- A change of strategy on how to spend training dollars. In short, he said training now has to be in a key industry, and the trainers have to be connected to employers who have jobs.

In the past, training dollars went to individuals interested in a career in a labor demand occupation. LWD's new strategy awards training in one of the seven key industries that form the talent networks. Training is provided by educational institutions/training providers with a strong connection to employers. If an educational institution/training provider can make that claim, and applies for a grant, they can get up to \$6,000 per individual that they train, up to a maximum of \$300,000 for group training. Another change to the model is that educational institutions/training providers take on more responsibilities; they are responsible for sourcing, recruiting, assessment, training and placement of the individuals.

The seven key industries which make up the NJ Talent Networks are: Advanced Manufacturing; Financial Services; Health Care; Life Sciences; Retail, Hospitality and Tourism; Technology and Entrepreneurship; and Transportation, Logistics and Distribution. Part of Bob's job with the Financial Services Talent Network is to get out the word on the number of different programs available to employers and job seekers. He determined that he needed to link up to five different groups - employers, job seekers, community colleges and some training providers, not-for-profits and One-Stop Career Centers.

Bob indicated there are many job opportunities in financial services, but they are primarily in entry level positions. He said that in banking and insurance, an individual who is good will have the opportunity to develop their career. He shared the following list of what financial services organizations are looking for in entry level positions:

1. Ability to communicate
2. Problem solving skill
3. Basic math skills
4. Computer skills (meaning comfort with the mouse and keyboard)
5. Customer service skills
6. An affinity for sales

He stressed the importance of not-for-profits having a single point of contact when dealing with financial services organizations seeking job candidates. He stated that there is much competition for those jobs, and any difficulty reaching the right person can get in the way.

Bob shared the story of a bank in Newark that had announced they were going to lay off 400 people. He spoke to the Human Resources person and asked who those people being laid off were. He was told that many of them had degrees, excelled in customer service and worked well at problem solving. He called a number of financial services companies and was able to get a specialized job fair going within one week. That showed him two things: 1) the need for good employees was real, and 2) if you have a specialized job fair and bring in the type of talent they're looking for, the employers will show up. He indicated financial services companies don't like to come to general job fairs; they want ones focused on their needs.

Regarding people with disabilities, he reported that under Section 503 of the Office of Federal Contract Compliance Programs, federal contractors and subcontractors are now required to take affirmative action to recruit, hire, promote and retain individuals with disabilities, and to have a 7% representation of people

with disabilities in their employ. In terms of financial services, this would include most insurance companies. If the companies don't follow through, they will have to go through an extensive audit. When he met with an industry group last week, he asked them if they would get credit if they recognize the value that can be added by developing a proactive outreach and conversation with the New Jersey Division of Vocational Rehabilitation Services. Their reply was, "Absolutely". Getting the word out on this to financial services companies is a part of his job.

Bob reported that between late July and late September, Morris County had 880 openings in financial services. Some of the openings were: tellers, personal financial advisors, customer service reps, sales agents, software developers, and financial managers.

Scott Moffitt of Morris County School of Technology said they work to offer the needed training, but can't find the students to populate the courses. Bob suggested convincing students of the story of career, and how they have to consider starting at the entry level to see where that course might lead. He also suggested getting a dynamic employer to talk to a group of people. He remarked on the importance of speaking in terms of careers, rather than specific jobs.

Martie Telepo asked what his message would be about the pay gap for financial services as well as the other talent networks. Bob Crawford said his message is that employers are in control right now. He said that in the current market, people will make less, drive further, and do more than they did before. He also said he sees the trend shifting in the future.

David Hollowell thanked Bob for his outstanding presentation.

The meeting was adjourned at 10:43 a.m.